

# City **MANAGER'S** M E S S E N G E R



City of  
*Fayetteville*  
North Carolina

**March 24, 2016**

## **CITY COUNCIL SCHEDULE**

**3/25/2016**

Good Friday Holiday

**3/29/2016**

City Council Meeting, 7 p.m.,  
City Hall Council Chamber

**4/4/2016**

City Council Work Session, 5 p.m.,  
City Hall Lafayette Room

## **City Manager's Office**

- Attended the Chamber Gala where Chief Major and the Fayetteville Fire Department were recognized by the Chamber in the categories of individual and organizational excellence for receiving the ISO 1 rating in 2015.
- We have concluded the departmental budget meetings and we are now in the process of working on general fund revenue projections as we work to balance the budget.
- Attended the 2016 Congressional City Conference in Washington, D.C. with the Mayor, MPT Colvin, other members of Council and DCM Small-Toney.
- Jim Palenick has started as the new Economic & Business Development Director. He helped develop multi-million dollar complexes in other large cities and brings over 27 years of local government management experience to Fayetteville, including serving as City Manager in Gastonia.



## **OPERATIONS PORTFOLIO**

### **Fire**

- The Fayetteville Fire/Emergency Management Department executive staff attended the 2016 Chamber of Commerce Celebrating Excellence Gala on Friday, March 18 at the Crown Exposition Center. The Chamber recognized Chief Major and the department for achieving a "Class 1" rating from the Insurance Services Office (ISO), establishing Fayetteville as a national leader in the fire service with a beneficial reduction in costs to business and industry for commercial property and liability insurance.
- Welcome Aboard! The department welcomes Michael Martin to the team. He started on Monday, March 14 as the City's newest Fire Marshal/Battalion Chief. He will be overseeing the department's Inspections and Fire & Life Safety division with a staff of nine personnel. He brings a wealth of knowledge in Fire Code and Fire Investigations to the department.
- Suppression units responded to a commercial fire on Monday, March 7 at 219 Dick St., off Russell Street in the downtown district. First arriving units found a two-story structure with heavy fire and smoke showing from the 2nd floor. The structure was occupied by Downing and Downing attorneys. Fire crews were able to contain the fire to the second floor with smoke damage throughout and water damage to the first floor. There were no injuries to report and the fire remains under investigation by the Fayetteville Fire and Police departments and State ATF. Suppression units also responded to a residential structure fire at 501 Fenmark Place in the Montclair subdivision on Sunday, March 20. First arriving units found heavy smoke showing and two victims in the front yard. Both were treated for smoke inhalation and minor burns and transported to CFVMC. The fire was contained to the kitchen area with smoke damage throughout the structure. The fire was listed as accidental due to unattended cooking.

### **Environmental Services**

- The Fayetteville Beautiful Citywide Spring Cleanup is scheduled for Saturday, April 2. Use the online tool to volunteer/register for a section of street. Go to [www.fayettevillebeautiful.com](http://www.fayettevillebeautiful.com) for details.
- The E-waste Drive and Paper Shred Event is also scheduled for Saturday, April 2 from 8 a.m. until Noon at the Cumberland County Courthouse parking lot on Gillespie Street. The Re-Store Warehouse is sponsoring the event.
- **Pilot Project & Study:** The request for proposals for outsourcing 857 households in west Fayetteville is being reviewed by Purchasing. The Duke Behavioral Economics Team project to study different methods of informing residents about cart placement at the curb is underway. The field work for the study will take about 3 more weeks.

### **HONORABLE RECOGNITION**

- From Resident Robbie Matthews: "I wanted to let you know what a kind and pleasant worker you have who drives for trash pickup on Thursdays on Wyatt Street. Several weeks ago he spoke so nicely to me and came to shake hands with my husband as he was putting his walker in the back of our van. Today I believe it was he who rolled our two brown cans up to the corner of our house. He is to be commended for his thoughtfulness and professional manner! What a joy to have "Randall" in our neighborhood! Thank you!"

*(Continued)*

## OPERATIONS PORTFOLIO (continued)

### Airport

- Airport Director and staff participated with Federal Aviation Administration (FAA) Control Tower personnel in the conduct of its FAA Runway Safety Action Team (RSAT) Meeting
- Deputy Airport Director attended AAAE/ACI-NA Legislative Conference and AAAE Chapter Officers Meeting in Washington, D.C. and Alexandria, Va., respectively
- Airport Director provided Terminal Renovation Plan presentation during a Chamber Breakfast at the Highland Country Club

### Police

- Fayetteville Police Chief Harold Medlock received the 2016 Perry Powell Outstanding Criminal Justice Award from the N.C. Criminal Justice Association for his contributions to the profession of Criminal Justice in North Carolina
- Fayetteville Police Chief Harold Medlock attended the 2016 Break the Chains of Child Abuse event that was held March 18 at the Crown Expo Center. Chief Medlock was the presenter of the “Champion of Children” awards
- On Saturday, March 19, the FPD kicked off participation in National Poison Prevention Week’s Operation Medicine Drop, a state-wide blitz of events where the public can safely and conveniently dispose of unused or expired prescriptions or over-the-counter medications

### Parks & Recreation

- The Fayetteville-Cumberland Youth Council attended the National League of Cities Congressional Conference March 6-9 in Washington, D.C. The youth had the opportunity to participate in enrichment activities and interact with youth council participants from all over the United States. During their time in Washington D.C., the youth also had a chance to tour the White House and visit some of the memorials.
- **Programming & Sports:** Standard and seasonal programming continues. Winter sports championships are concluding and Spring sports practices are beginning. Youth Basketball tournament games were held city and countywide at multiple sites throughout the week. There are 2,390 players registered on 246 teams. Top Gun Baseball travel tournament was played at Arnette Park and Douglas Byrd School Park with 33 teams, generating an economic impact of \$304,920.
- Gilmore Therapeutic Recreation Center co-sponsored a Transition Fair with Cumberland County Schools on March 8. The Transition Fair featured community agencies with programs to assist graduating students with disabilities with transitioning into the community, as well as vocational opportunities. Total participation was approximately 75.



**Nothing Significant to Report: Transit**

## COMMUNITY INVESTMENT PORTFOLIO

### Permitting & Inspections

- **Times:** 99% of all inspections last week occurred in 1-business day or less from time of request, with 24% occurring the same day of the request. 100% of all inspections were completed within 2-business days of request for the week of March 14-18. These numbers do not include inspections that were requested for future times outside of the 2-business day window or for cancelled inspections. The average wait time to reach a dispatch staff member to schedule an inspection, for all queues, was 30 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 2 minutes, 14 seconds for the week of March 14-18.
- Construction values for the week of March 14-18 totaled \$2,495,011.46 with \$1,034,339.05 in new residential & residential renovations, \$1,440,542.41 in new commercial and commercial renovations and \$20,130 in other permits (swimming pools, fences and other structures i.e. cell towers, retaining walls, etc.)
- Staff completed 12 commercial plan reviews last week and currently have 27 commercial projects in plan review

**Nothing Significant to Report: Economic & Business Development, Planning & Code Enforcement, Community Development, Engineering & Infrastructure and Human Relations**

## SUPPORT SERVICES PORTFOLIO

### Strategic Performance Analytics

- Goal Champions have coordinated cross-departmental team meetings to provide feedback to Council as they work to finalize FY2017 Targets for Action (TFA) for inclusion in the Strategic Plan. This process will support organizational alignment. Strategy decisions should consider policy direction, capacity and resourcing levels, impact on citizens and performance measures, adherence to our mission and impact on the quality of service we provide (improvements to effectiveness or efficiency of programs). Goal Team recommendations are due to the SPA Office March 30. SPA will then consolidate Goal Team recommendations and meet with the City Manager's Office April 6 to finalize recommendations. The final recommendation will be sent to Goal Teams, SMT and Council in advance of the Council's follow-up Strategic Planning Session, April 18 from 5-7 p.m. to finalize the FY17 Strategic Plan. City Council is expected to adopt the Strategic Plan with the annual budget in June.
- Rebecca Rogers Carter, Strategic Performance Analytics Director, in collaboration with Sally Shutt, Governmental Affairs & Public Information Officer for Cumberland County, assisted the Fayetteville-Cumberland County Economic Development Corporation by facilitating a community engagement session, which brought together community and business leaders. The session, held at Cumberland County Cooperative Extension, was designed to begin the process of developing a Strategic Plan and vision for the newly-formed collaborative economic development entity. Nearly 50 people attended the session, providing feedback from a wide cross-section of elected officials, private citizens, educational leaders, business owners and non-profits. Participants helped define what they think the biggest strengths and challenges our community has when it comes to economic development. From there, they helped define what some of our vision and goals should be based on those strengths and weaknesses. Among a few of the strongest assets mentioned was a strong military workforce exiting Fort Bragg, as well as education for our workforce. Challenges included negative image, government cooperation and lack of economic diversity. The top visions for economic development success in our community included making our area the top choice in the Southeast to live, work and play, as well as becoming more economically diverse. Rebecca will continue to work with the board of directors to hold its Strategic Planning work session in April, with the goal of launching the new strategic plan in June.

### Information Technology

- Network Services staff provided connectivity for new cameras in the ticket booths at the Airport, as well as provided data drop layouts and A/V infrastructure for the 3rd floor City Hall remodeling project
- Created Clark Park app for Android and iPhone devices using a GIS Story Map. This app shows information about Clark Park, the trail routes and photos of Points of Interest
- Created Open Data Portal proof of concept in conjunction with Esri Inc.

### Budget & Evaluation

- Departmental budget meetings with the City Manager began on March 3 and concluded on March 16
- Budget staff is continuing preparation of revenue projections for the General Fund for the fiscal year end and new year
- Director instructed a session on budgeting for the Fire Department's Officer Development Program

**Nothing Significant to Report: HRD, Finance and City Clerk's Office**

## ADMINISTRATION PORTFOLIO

### Corporate Communications

- **Next Fayetteville OutFront meeting:** Our next Fayetteville OutFront meeting is scheduled for May 4, with a tentative location set for Van Story Elementary School. We are working now to confirm the location with the school. Once the location is finalized, an invitation will be sent to Council and to those who are required to attend from the Senior Management Team.
- **Website redesign (Parks & Recreation/Police Department):** We are a few weeks into the process of redesigning the Parks & Recreation website. At this point, the director and staff have identified possible designs for the site and we are working on developing the wire diagram on how to house the content in a manner similar to our City of Fayetteville site. The intent is to make this site the one-stop shop for all of Parks & Recreation's facilities, with photos and in-depth descriptions of site facilities, registration for events and many more features. The site will not be completed until sometime later this summer. At the same time, we have begun the process of reviewing the content of the Police Department website, which is the first step in the process of redesigning their site, as well. We will be working closely with the Police Department to ensure we meet their needs to allow for residents to easily find information about the Police Department. Their site will be completed shortly after the Parks & Recreation site.
- **Potential advertising option for City facilities:** We are coordinating with Jacksonville, N.C. to understand how they use in-house means to advertise across their city. Specifically, we are seeking ways to advertise our City programs, services, events and Mayor/City Manager welcome messages in the Airport, Parks & Recreation facilities, the new Multimodal center and other City buildings. The technology used to help make this happen is based on what we use to broadcast FayTV to Time Warner Cable.

**Nothing Significant to Report: Internal Audit and City Attorney's Office**